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FAX COVER LETTER

August 2, 2007

TO: Examiner Brent S. Stace
COMPANY: Commissioner for Patents – Art Unit 2161
PHONE: 571.272.3734
FAX: 571.273.8300

FROM: Rudolph P. Hofmann
DIRECT DIAL: (612) 607-7340
EMAIL: RHofmann@oppenheimer.com
RE: U.S. Patent Application 10/619,917
 Our File No. 60021-378501

CERTIFICATE OF FACSIMILE TRANSMISSION

I certify that the following correspondence is being transmitted by facsimile to the Commissioner for Patents on the date shown below:

1. Amendment and Response

2. 1 Drawing Sheet (Fig. 7)


 Jodi A. Byers

Aug. 2, 2007
 Date

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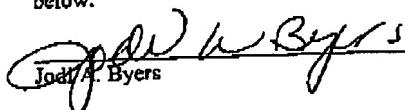
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Christopher J. Allen	
Serial No.:	10/619,917	
Filing Date:	July 15, 2003	Group Art Unit: 2161
Title:	SYNCHRONIZATION OF AGENT SKILL DATA	Examiner: Stace, Brent S.
Docket No:	60021-378501	

Certificate of Mailing/Transmittal

Mail Stop Amendment
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

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Jodi A. Byers
8/2/07
Date
AMENDMENT AND RESPONSE TO OFFICE ACTION

Dear Sir:

In response to the Office Action mailed May 8, 2007, Applicant submits the following amendments and remarks.

Amendments to the Specification begin on page 2.

Amendments to the Drawings begin on page 2.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 10 of this paper.